

RFP-9-15
Questions and Answers

- Q1:** Will it be required for the site locations to be under ownership or lease to the vendor or will sublet be allowed for the amount of time required to provide services?
- A1:** The RFP does not specify. Please refer to the section that asks for explanations on your business model and the section referencing the continuity of your company's continuity of operations as it relates to your ownership, or non-ownership of exam sites. The purpose of this section is to gain information on whether or not the exam site is maintained by the respondent or if it is owned by a third party, (i.e., does the respondent manage the exam site or share the site with the ACME widget company who will ultimately manage the site?).
- Q2:** Regarding item #5 – page 3: Please confirm that the Appraiser "Trainee" exam is national/general only and does not have a state-specific section?
- A2:** The Trainee exam is national / general only and does not have a state-specific section. This exam must be approved by the State.
- Q3:** Will the State provide a copy of the RFP in Microsoft Word format for the ease of complete forms?
- A3:** Yes, this information has been posted.
- Q4:** Does the 2005 candidate testing volumes provided in the RFP reflect current testing levels (i.e., 2008 and 2009)? If not, will the State provide testing volumes for the most recent calendar year?
- A4:** In 2008 there were 436 appraiser exams offered. In 2008 there were 3709 real estate exams offered.
- Q5:** Regarding the proposal format, page 20 – Technical Proposal, the RFP reads: "The Technical Proposal must be divided into the sections as described below". There are no sections on this page. We believe that the State would like for respondents to respond to the Scope of Work from Section 1.4 in this section. Is that correct?
- A5:** Yes.
- Q6:** Section 12 of the sample contract entitled Continuity of Services references phase-in training and a training program for the transfer of services. Does the State intend to have the training provisions of 12, A and B apply to the end of the contract transition? If so, what specific training does the Stat envision in this scenario?
- A6:** Clause 12 of Attachment B, Sample Contract, is not a mandatory clause and is negotiable and can be edited so to relate to the specifics of the RFP at the on-set of contract negotiations between the State and the selected respondent.

- Q7:** 1.4 (2): We can provide simulation examinations for the assessment of real estate brokers in a scenario-based environment. Would the State be interested in receiving information about this innovative assessment as an optional service in our proposal? May we provide optional pricing in the Cost Proposal?
- A7:** Optional information could be submitted, however, the review and evaluation of your proposal response will be based on the requirements listed specifically in the RFP.
- Q8:** 1.4 (3): Will the State provide the chosen vendor with a pool of items for the state-specific portion of the exam?
- A8:** The chosen vendor will be required to work with the commission to create a state specific portion of the exam. According to the RFP the vendor must provide at least one exam content review every 365 days or a timetable approved by the Indiana Real Estate Commission not less than 365 days to reevaluate the state specific portion of the exam. The Commission interprets this requirement to also being complete prior to the beginning of offering the first exam. .
- Q9:** 1.4 (10b): The RFP states that the Indiana testing centers must be open a minimum number of days and have a specific seat capacity. Could this requirement be satisfied with fewer seats but by testing more days per week with multiple sessions, thereby providing for even greater testing opportunities? For example, offering testing 6 days per week in Evansville with 2 sessions per day and 2 seats per site. This would allow for 24 weekly testing sessions in Evansville verses the 10 set forth in the RFP.
- A9:** If you chose to deviate from the requirements listed in the RFP please provide information in your proposal if you feel your business model is more effective at serving the needs of our licensees.
- Q10:** 2.4: In section 2.4, the RFP states that the Technical Proposal must be divided into the sections as described below. Did the State intend for the Technical Proposal to be divided into sections as described in section 1.4 Summary Scope of Work?
- A10:** Respondents should outline their technical approach based on the items listed in the Scope of Work.
- Q11:** 2.5: The applicant volumes in the RFP appear to be from 2005. Can the State provide updated volume estimates for real estate salesperson, broker and appraiser applicants?
- A11:** In 2008 there were 436 appraiser exams offered. In 2008 there were 3709 real estate exams offered. The state is unable to prove an anticipated volume for the upcoming contract period due to the rapidly changing dynamics of the real estate industry combined with the recent 2008 AQB licensing criteria for appraisers.
- Q12:** The answers to these questions will have bearing on our bid. To meet the June 18 proposal deadline, it will be necessary to ship our proposal on June 15 and, therefore, would only allow us one business day to alter the proposal based on the

answers to the questions. Would the State consider providing answers sooner than June 12 or extending the proposal due date?

A12: The Questions and Answers were posted on June 4, 2009. Proposal responses will be due June 18, 2009.

Q13: *Page 2, 1.3* - Who owns the current items? If owned by the State, how many items are available, in what format can they be provided, and how will they be transferred to new vendor?

A13: The state currently owns the state portion of the real estate exam. The appraiser exam and the national portion of the real estate exam are owned by the current vendor.

Q14: *RFP Page 3, (4)* - Does a vendor submitting a proposal need to be currently approved & accredited by ARELLO and the AQB, or just approved by contract start date?

A14: The exam must be approved and accredited by ARELLO and the AQB by the contract start date.

Q15: *Pages 4, 24* - Given the figure on page 4, we assume that the number of required sites is six (6)? Please confirm the site number on page 24 should also read six (6). Also, does the test center in Merrillville need to be exactly in Merrillville or in the general Gary/Merrillville area?

A15: The number of required exam sites is six (6). The test center is required to be placed in Merrillville according the RFP. However, if you can provide additional information that the State is better served by having an exam center in the general Gary / Merrillville area please provide that information as it will be useful.

Q16: *Page 4 (10)* - Would the State be interested in using the Ivy Tech test center network of approximately 20 test centers throughout the state, or some combination of Ivy Tech and vendor owned and operated sites?

A16: You are welcome to provide this information with your proposal. Please be sure to include information on how you can maintain accountability, how will that affect your overall cash reserves and the continuity of your business and your commitment to fulfill all of your obligations of the contract, including exam site security.

Q17: *Page 5, #1* - Does the State retain ownership of candidate data only, or does this also include test content?

A17: The State retains ownership of state specific test content. The State also retains ownership of candidate data.

Q18: *Page 5, #20* - Should each key staff member be represented by a biography and a resume, or can the biography and resume be combined into a single narrative?

A18: What ever you feel is the most appropriate and effective means of answering the question.

Q19: *Page 9, 1.10* - Are there any mandatory Fee caps? If so, what are they?

A19: No. The Commission is aware of what is considered a reasonable fee and anything that may appear to be inconsistent with this will be taken under consideration in the evaluation of the respondent's business model.

Q20: *Page 9, 1.10* - Is any portion of the current \$57.00 examination fee remitted back to the state by the current vendor? Is any portion of the exam fee required to be remitted back to the state under the new contract?

A20: No to both of the questions.

Q21: *Page 9, 1.10* - Please verify the current appraiser exam fee.

A21: All appraiser exams are \$75.

Q22: *Pages 11, 12, 1.20* - Does this refer to a total contract goal of 8% for MBEs and WBEs combined? Or is the total contract goal 16%?

A22: The goal is 8% for MBE and 8% for WBE.

Q23: *Page 23, 2.5* - Please clarify the number of candidates. The number of anticipated candidates seems to be conflicting. Please provide the number of candidates tested in the past 6 months. Is this volume indicative of the anticipated volume for the upcoming contract period?

A23: In 2008 there were 436 appraiser exams offered. In 2008 there were 3709 real estate exams offered. The state is unable to prove an anticipated volume for the upcoming contract period due to the rapidly changing dynamics of the real estate industry combined with the recent 2008 AQB licensing criteria for appraisers.

Q24: *RFP Attachment C, Indiana Economic Impact Form* - If the vendor does not currently conduct business in Indiana, is it necessary to complete items 10 and 11 of this form? Also, does item 18 refer only to current FTE employees residing in Indiana, or also to employees that will be hired if the vendor is awarded the contract?

A24: All lines should be completed. Line 18 refers to those Indiana FTEs that will be working specifically on this contract.